



CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

NOTICE TO FAMILY AND FRIENDS

This notice is to advise that Global Tel*Link (GTL) discovered a billing error to customers who received calls from a California Department of Corrections and Rehabilitation (CDCR) youth facility during a specific timeframe. **Between July 1, 2010, and July 9, 2010 the per-minute charge for local and long distance calls were billed at \$0.19 per minute rather than the correct rate of \$0.019 per minute.** Interstate calls were charged correctly.

Once GTL discovered the billing error, the affected calls were identified, the correct rates were applied, including taxes, and credit for the overcharges was issued.

- ❖ GTL Direct Bill customers will see the credit in their next invoice.
- ❖ Customers who pay for youth calls on their local telephone statement will see the credit within the next two billing cycles.

No action is required by customers to receive a credit.

Please Contact GTL Customer Service for billing or blocking questions:

1-888-415-0377

All current and past GTL notices can be found on the CDCR web-site at:

http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html